

TEXAS

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Texas Consumers = 47,889



Fraud Complaints from Texas Consumers = 21,435

Top Fraud Complaint Categories for Texas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	5,350	25%
2	Shop-at-Home/Catalog Sales	2,584	12%
3	Internet Services and Computer Complaints	2,208	10%
4	Foreign Money Offers	1,938	9%
5	Advance-Fee Loans and Credit Protection/Repair	1,531	7%

¹Percentages are based on the total number of fraud complaints from Texas consumers (21,435).

Amount Paid Reported by Texas Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
21,435	\$23,590,903	16,930	79%	\$1,393

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Texas consumers (16,930). One consumer reported an amount paid of \$5 million.

Top Texas Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Houston	2,501
Dallas	1,410
Austin	1,325
San Antonio	1,228
Fort Worth	694



Identity Theft Complaints from Texas Victims = 26,454

Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Employment-Related Fraud	6,976	26%
2	Bank Fraud ²	5,640	21%
3	Credit Card Fraud	5,607	21%
4	Phone or Utilities Fraud	3,982	15%
5	Government Documents or Benefits Fraud	2,353	9%
6	Loan Fraud	1,300	5%
	Other	4,900	19%
	Attempted Identity Theft	1,129	4%

¹Percentages are based on the 26,454 victims reporting from Texas. Percentages add to more than 100 because approximately 20% of victims from Texas reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Texas Identity Theft Victim Locations

Victim City	No. of Victims
Houston	3,850
Dallas	1,848
San Antonio	1,826
Fort Worth	970
Austin	927